

Score	Zone of Disruption	Impact Rating
5	Disruption effects the region	TERMINAL
4	Disruption effects the city	CRITICAL
3	Disruption effects the district/neighborhood	URGENT
2	Disruption effects the building	MANAGEABLE
1	Disruption effects only part of the building	IRRITATING

Emergency Incident	Zone of Disruption	Impact Rating	Business Operation Response Plan	Will Business Continue Based on Impact Rating	Estimated Recovery Time in Hours*
Environmental Disasters					
Fire	1-3	1-3	Assess situation; contact local fire department; evaluate necessary resources; define response; communicate appropriately; monitor recovery	Yes	0-24
Flood	1-4	1-3	Assess situation; evaluate necessary resources; define response; communicate appropriately; monitor recovery	Yes	0-48
Earthquake	1-4	1-4	Assess situation**; contact local and federal authorities; evaluate necessary resources; define response; communicate appropriately; monitor recovery	1-3 Yes 4 No	0-72
Organized or Deliberate Disruptions					
Terrorism	1-5	1-5	Assess situation; contact local and federal authorities; evaluate necessary resources; define response; communicate appropriately; monitor recovery	1-3 Yes 4-5 No	0-72
Loss of Utilities & Services					

*Recovery-time objectives provide concrete goals to plan for and test against. They are not, however, hard and fast deadlines that must be met in every emergency situation, and various external factors surrounding a disruption, such as time of day, scope of disruption, and status of critical infrastructure—particularly network architecture and telecommunications—can affect actual recovery times.

** This evaluation is based on actual experience at this location during the 1994 Northridge earthquake.

Electrical Power	1-4	1-3	Assess situation; contact local utility company; evaluate necessary resources; define response; communicate appropriately; monitor recovery	Yes	0-24
Communications	1-4	1-3	Assess situation; contact telecommunications providers; evaluate necessary resources; define response; communicate appropriately; monitor recovery	Yes	0-36
Other Epidemic	1-5	1-3	Assess situation; contact local and federal authorities; evaluate necessary resources; define response; communicate appropriately; monitor recovery	Yes	0-48
Neighborhood Hazard	1-3	1-3	Assess situation; contact local authorities; evaluate necessary resources; define response; communicate appropriately; monitor recovery	Yes	0-48

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